Joseph Rey C. Marilla

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Professional Summary

Highly experienced IT and Telecommunications Engineer with extensive enterprise background, now focused on designing and developing internal desktop applications for IT operations and identity management. Strong hands-on experience building a **C# WPF-based Active Directory and Azure AD management application**, incorporating secure authentication workflows, UI state control, role-based execution, and integration with Microsoft Graph for Azure operations, **as well as an integrated Python-based notepad, knowledge base, and ticket management tool** using PyQt, SQLite, and Selenium for workflow automation.

Experience

Service Desk Analyst L2/IDM | EssilorLuxottica | Feb 2024 – Feb 2026

- Provided Level 2 support for Azure AD, Microsoft 365, and SAP, managing user identities, access provisioning, role assignments, and security-related requests in alignment with IAM and compliance standards.
- Actively supported Identity and Access Management (IDM) operations, including account lifecycle management, access reviews, mailbox permissions, and distribution list administration.
- Developed and maintained clear, standardized technical documentation and SOPs, improving consistency, reducing resolution time, and supporting knowledge transfer across service desk teams.

- Managed software deployment and application support through Microsoft Intune and manual installation processes, leveraging RMM tools for remote troubleshooting, monitoring, and device management.
- Administered email and collaboration services, including mailbox access, shared mailboxes, distribution lists, licensing, and PSA system integration.
- Delivered end-to-end IT support covering license assignments, endpoint issues, and network connectivity troubleshooting across diverse enterprise environments.
- Drove automation and tooling improvements by developing PowerShell and Python scripts to streamline repetitive service desk and IAM tasks, including Active Directory automation initiatives.
- Independently designed and developed internal tooling projects, including a C# WPF-based Active Directory and Azure AD management application and a Python desktop notepad, knowledge base, and ticket management application, to improve operational visibility and efficiency.

At Home Service Desk/TCI | TTEC | Sep 2022 – Feb 2024

- Delivered technical support to a diverse customer base via phone, email, and chat, resolving hardware, software, and network connectivity issues.
- Accurately logged and tracked customer issues within the company's ticketing system, ensuring timely escalation of complex problems to higher-level teams.
- Maintained precise and current customer account information.

Service Desk | Concentrix | Sep 2021 – Aug 2022

- Provided technical support to customers across multiple channels (phone, email, chat), diagnosing and resolving hardware, software, and network issues.
- Managed customer issue lifecycle through the ticketing system, escalating unresolved issues efficiently.

Customer Service Representative/At Home Service Desk T1 Voice | TTEC | Oct 2019 – Aug 2021

- Provided technical assistance and ensured meticulous maintenance of patient medical records and customer information in a healthcare environment.
- Demonstrated expertise in technical troubleshooting, data accuracy, and customer service within a regulated industry.

Telecom Engineer | Fahd Abdullah Alireza & Partners Engineering Consultants Co. | Mar 2014 – Mar 2016

- Designed and provided expert consultancy for comprehensive telecommunication systems, including Voice, Data, IPTV, and CCTV, for major projects.
- Prepared detailed Bills of Quantities (BOQ) and Issued for Construction (IFC) drawings.

- Responded to technical queries (TQs) and served as a Revit specialist for architectural, structural, and MEP designs.

Project Engineer and ArcGIS Specialist | SK Engineering & Construction Co. Ltd | Aug 2011 – Aug 2013

- Designed civil, cable, and fiber schematic diagrams for large-scale telecom projects (Mobily and STC).
- Managed GIS data as an ArcGIS Engineer and provided training to personnel on GIS systems.
- **Enhanced efficiency by integrating Python scripting into GIS processes.**

Telecommunications Engineer | Middle Sea Telecom | May 2009 – May 2011

- Managed and supervised diverse telecom projects, including fiber optic installations and MSAN replacements.
- Conducted thorough field surveys, developed technical solutions, and re-designed as-built plans using AutoCAD.

Telecommunications Engineer | NESCO GROUP S.A | Feb 2006 – Jan 2009

- Oversaw piping projects from survey and strategic planning to installation supervision.
- Redesigned as-built plans using AutoCAD and MicroStation.
- Conducted MSAN commissioning and DSL testing for STC projects.

Education

- **B.S. Mechanical Engineer** | Mapua Institute of Technology | 1997-2003
- **Electronic System Technician** | International Elec. & Tech. Ins., Inc. | 1996-1997
- **High School** | Mapua Institute of Technology High School | 1992-1996
- **Elementary** | Our Lady of Carmel School | 1985-1992